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Bib Data Sheet

CONFIRMATION NO. 3316

<b>SERIAL NUMBER</b> 09/944,836	<b>FILING DATE</b> 08/31/2001 <b>RULE</b>	<b>CLASS</b> 711 715	<b>GROUP ART UNIT</b> 2185 2179	<b>ATTORNEY DOCKET NO.</b> FINL-002/00US	
<b>APPLICANTS</b> Daniel Keele Burgin, Boulder, CO; Scott Moore Gosling, Golden, CO; David L. Young, Boulder, CO; William Randy Watler, Evergreen, CO;					
<b>** CONTINUING DATA *****</b> YES THIS APPLN CLAIMS BENEFIT OF 60/281,637 04/05/2001					
<b>** FOREIGN APPLICATIONS *****</b> NONE					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 10/03/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials <i>[Initials]</i>		<b>STATE OR COUNTRY</b> CO	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 39	<b>INDEPENDENT CLAIMS</b> 6
<b>ADDRESS</b> 022903					
<b>TITLE</b> System and method for automated end-user support					
<b>FILING FEE RECEIVED</b> 1292	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		